Welcome to SmartHub

Setting up your SmartHub Account – New User

1. Click New User link

2. Enter your account number, last name and a valid e-mail address for first step of validation. Account Number can be found in the right corner of your New November MCC billing statement.

3. Additional validation will be required. Complete the information and submit.

midcentury
COMMUNICATIONS™

New User Registration

To register as a new user, please enter the following information so that we may access your account.

Account Number:	0000000
Last Name or Business Name:	Mid Century Communications
E-Mail Address:	midcentury@mymctc.net

Please answer the following about the account that you are trying to register in order to protect against identity theft.

Security Question 1	Answer
Last 4 Digits of SSN or Federal Tax ID (for Businesseses) ▼	0000

Security Question 2	Answer
Mailing Zip Code ▼	61432

Please type the character you see in the picture below.

hou

hou oublong

Privacy & Terms

Submit Reset Cancel

4. An e-mail will be sent with a temporary password to the e-mail address entered. See sample of e-mail below.

midcentury
COMMUNICATIONS™

Your registration is complete. You will receive an e-mail with a temporary password.
Use it to login and change your password.

Login

From:	courier-no-reply@smarthub.coop	Sent:	Mon 2/10/2014 3:32 PM
To:	Your registered e-mail address		
Cc:			
Subject:	SmartHub Registration		

You have successfully registered with the SmartHub web portal for Mid Century Communications.

Please use this temporary password upon your first login: Your temp password is: hyjJ!*xQ
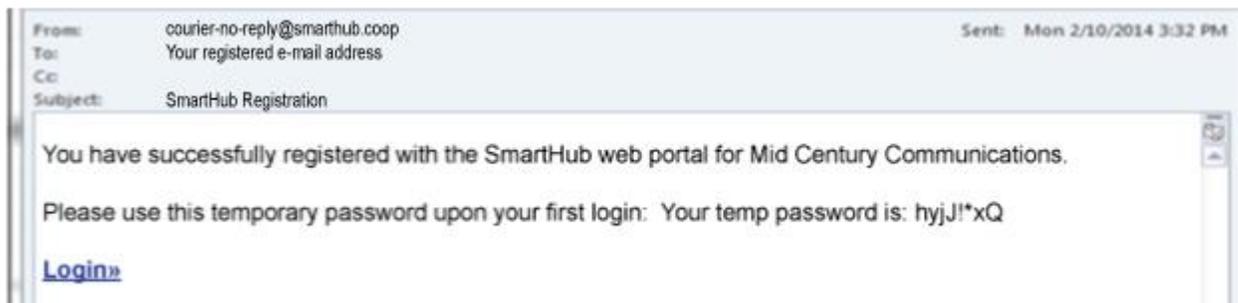
Login»

**5. Enter the temporary password to log in.**

6. You will be required to change the temporary password to your personal password when you login for the first time. Personal passwords require a minimum of 8 characters, maximum of 15 characters; including 1-uppercase, 1-numeric and 2-special characters.
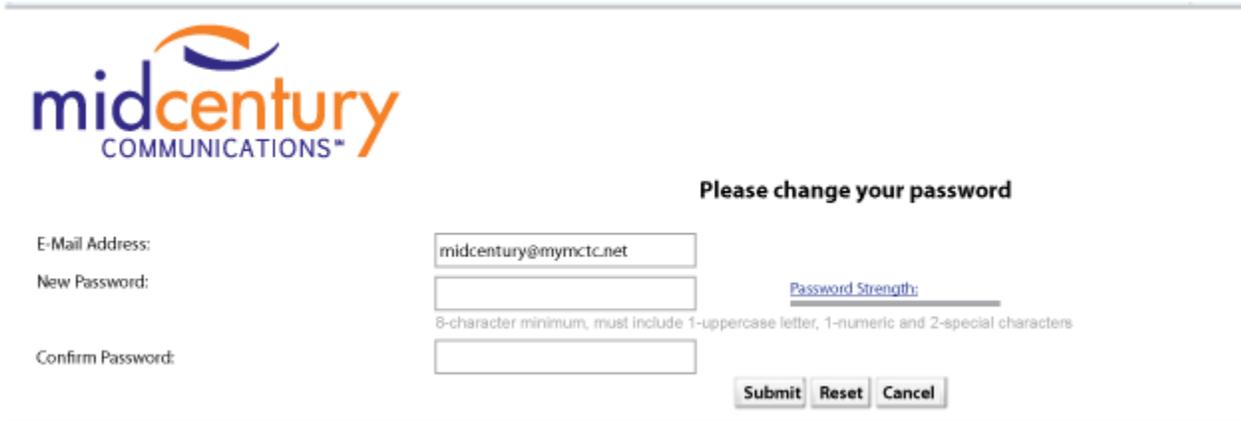
7. **You will receive a confirmation e-mail notifying you your password has been changed.**

Note: When changes are made on your account credentials a confirmation e-mail will be sent.

From:	courier-no-reply@smarthub.coop	Sent:	Mon 2/10/2014 3:37 PM
To:	Your registered e-mail address		
Cc:			
Subject:	SmartHub Login Credentials Changed		

You have successfully changed your SmartHub login credentials for Mid Century Communications.

Updated Information:

- Password
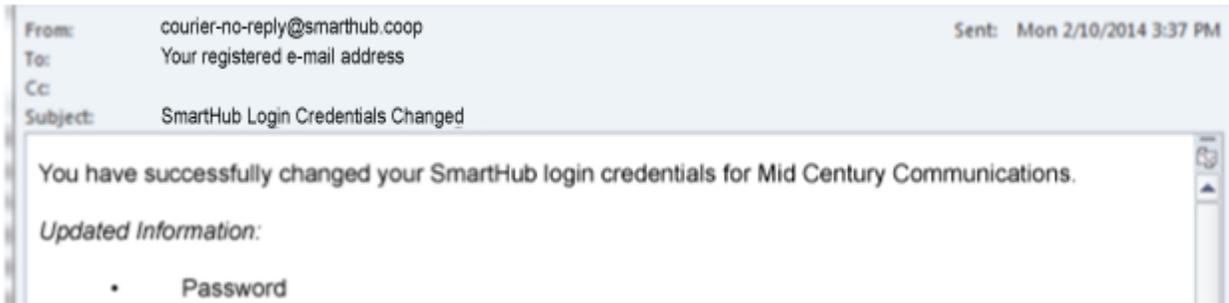
8. **Choose whether you want to receive paper bills.**

Paperless Bills

Would you like to turn off paper bills?   ◉ Yes   ○ No

Please note that this will apply to all accounts registered with this email address.

Submit Cancel

Congratulations, Your Access to SmartHub is Now Set-up!

Welcome To SmartHub Landing Page

You will be prompted to enter a Security Phrase for visual verification.
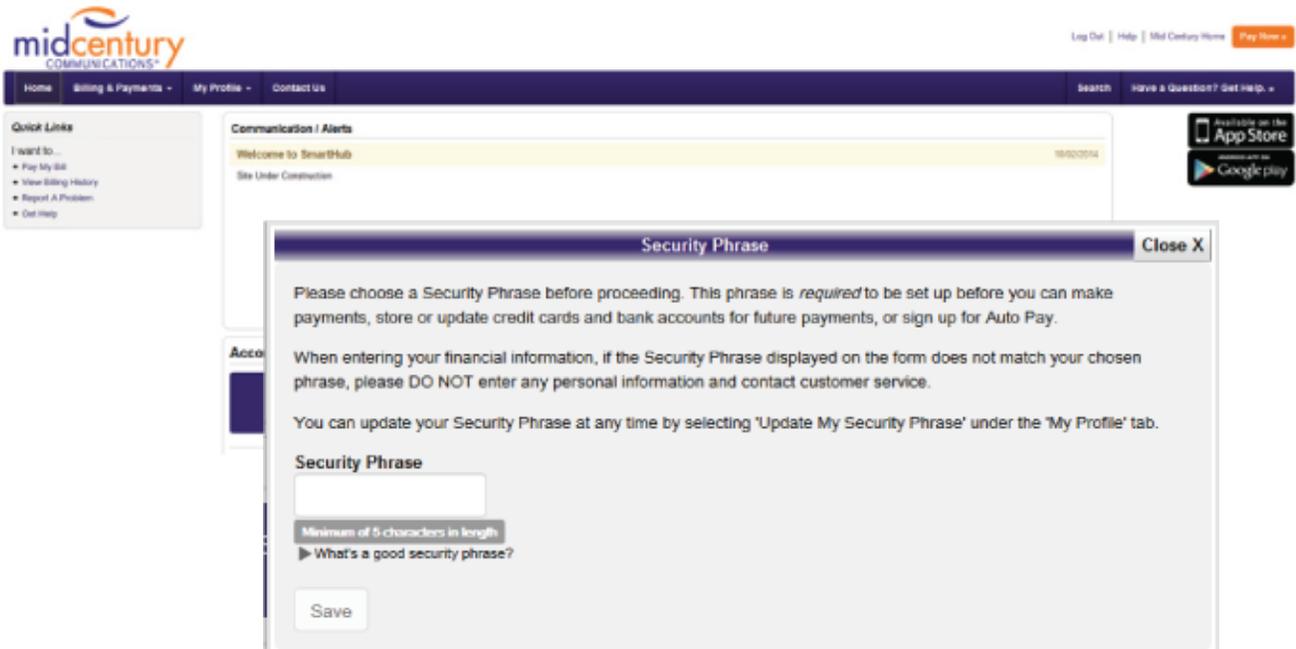
Welcome to Your Home page…

Easily see account balance, make payment and multiple quick links!
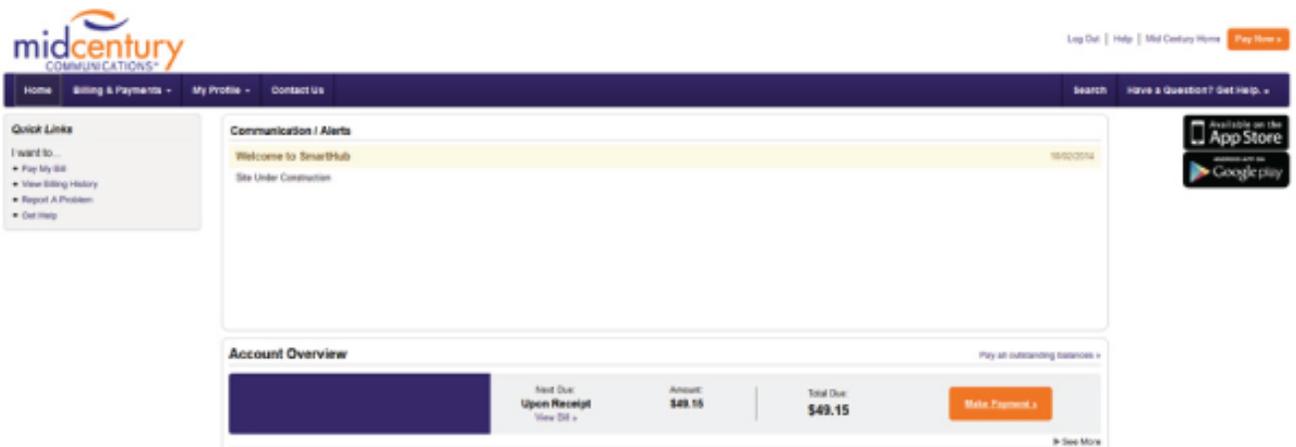
Billing & Payments Tab – Make Payments, View History, Set-up Auto Pay.

Set-up Auto Pay Account Here!

Enlarged View
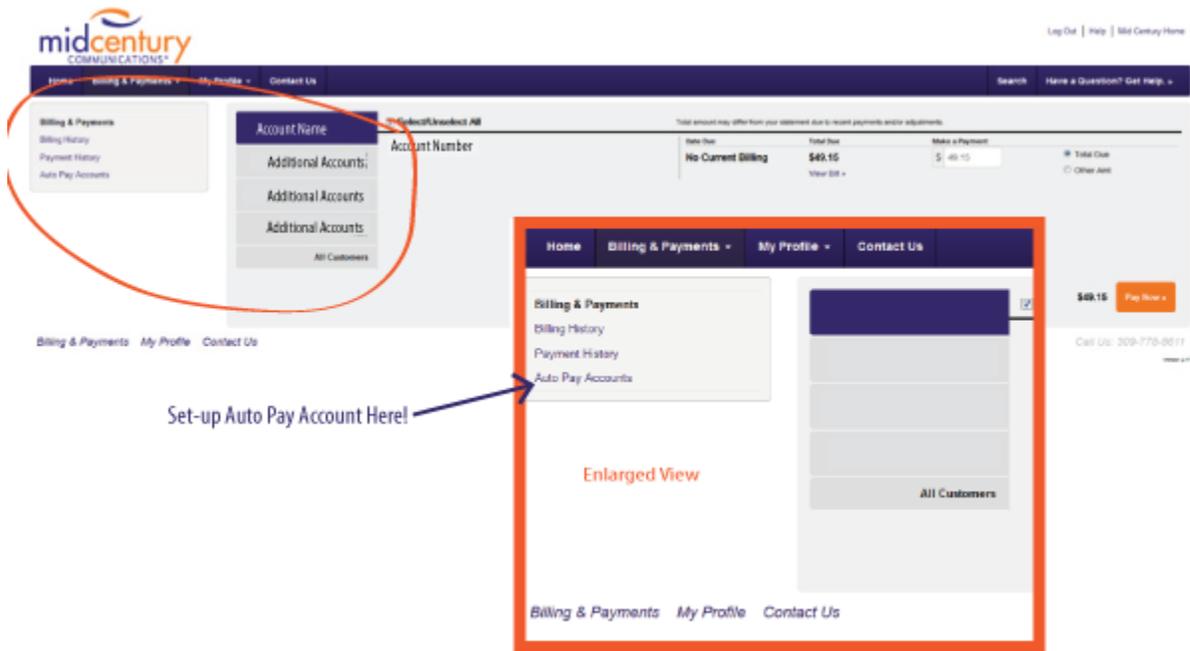
My Profile Tab – Keep Your Account Updated and Report Service Issues Here.

My Information

Report A Problem

Problem History

Update My E-Mail Address or Password

Update My Billing Address & Contact Information

Update My Bank Account or Credit Card Information

Update My Security Phrase

Update My Secret Hint Question

Update My Printed Bill Settings

Enlarged View

Contact Us.

FAQ's

Q: What are the costs for using SmartHub?
A: There are no signup costs or subscription fees for using SmartHub.

Q: Is my online MCC bill, account information and payment information confidential?
A: Yes. The SmartHub website is a secure website.

Q: I'm having trouble signing up for SmartHub.
A: Verify your account number and the Last name/Business Name that is on your bill.

Q: When is the payment I make charged to my credit card or checking account?
A: IMPORTANT NOTICE: It may take anywhere from a couple of hours to a full business day for your payment to be debited against your bank account or credit card, depending on the credit card company or bank.

Q: I can't login. It's telling me I have an invalid password.
A: Your password is case sensitive. You need to use the same password as when the account was set up. If you cannot remember the password you click on the "Can't access your account?" link from the login page to reset the forgotten password.

Q: Why am I locked out the login page?
A: The system will automatically lock you out after multiple unsuccessful attempts for security. Please contact our office.

Q: When I make a payment online will I get a confirmation number? How do I know if it went through?
A: Yes, you will receive a confirmation number after your transaction is recorded. Please keep this number as confirmation of your payment. Please note: it is your responsibility to ensure all payment information is entered correctly.

Q: I have been trying to pay my bill by using your online service. The computer tells me that my address doesn't match the address on my credit card.
A: The address you provide must match the name and address to which the credit/debit card was issued (billing address). This is not always your listed service address. When you are on the credit/debit card payment screen change the address listed to the billing address on your credit card. Click submit when all the information has been entered to process the request. Nothing will be processed until the submit button is clicked.

Q: What if my e-mail address changes?
A: It's easy to change. First, log in using your current email address. On the "My Profile" tab there is an option to "Update My Email Address or Password". Use this email address the next time you login.

Q: If I'm already on the Automatic Bill Pay program, can I still use SmartHub even if I don't want to pay online?
A: Yes, you can always use SmartHub as a way to view your bills, check your payments, report troubles, request account changes, etc…. You do not have to pay via SmartHub to view information.

Q: I made an online payment, but it is coming out of the wrong account. What do I do?
A: To cancel a payment, you will need to contact our office. Payments CAN NOT be cancelled if it has already been sent to the bank for processing.

Q: Who do I contact for technical difficulties when using SmartHub?
A: During business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday, contact Customer Service. You may also email your questions. Describe the situation completely and include your name, address, account number, and e-mail address. We will make every effort to reply to emails within one business day or sooner. We currently do not offer after-hours support.

Q: How do I unsubscribe?
A: It's easy. First, log in and on the "My Profile" tab at the very bottom of the screen you'll see the button to "Unsubscribe."

Q: How do I change to paper/paperless bills?
A: Log in. On the "My Profile" tab select the Update My Printed Bill Settings to make a change.

Q: How do I change my stored payment info?
A: Log in, and on the "My Profile" tab select Update My Bank Account or Credit Card Information. This is for Stored Accounts only.

Q: How do I change my automatic payment info?
A: Log in. Select "Pay My Bill" or Billing & Payments tab. From this screen select the "Auto Pay Accounts" to Add, Change or Remove Automatic Bill Payments

Q: What forms of payment are accepted via SmartHub?
A: We will accept electronic payments from checking or savings accounts, Master Card, Visa and Discover cards, including debit cards.

Q: How can I unjoin or join accounts in SmartHub?
A: You can join accounts by using the same e-mail address and you can unjoin accounts by using different e-mail addresses. Please contact our office for more information.